The 2014 Illinois Motorist Survey

Survey Results

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Introduction

The Illinois Department of Transportation contracted with the Survey Research Office (SRO), located within the Center for State Policy and Leadership, of the University of Illinois Springfield (UIS) to conduct a mail-out Motorist Opinion Survey in the summer of 2014. This most recent 2014 survey is part of a longitudinal project conducted by the SRO for the Illinois Department of Transportation since 2001. In 2001, two surveys were conducted (spring and fall), from 2002 to 2007 surveys were conducted only in the spring, in summer 2008 the survey was conducted in the summer, and from 2009-2011 the surveys were conducted in the fall. Both the 2012 and 2013 surveys were also conducted during the summer.

Staff of the UIS Survey Research Office offered advice concerning final question wording, assisted in developing the specific methodology (see below), implemented the data collection procedures (see below) and data input, and analyzed the results.

Methodology

The sample. For the 2014 survey, a stratified sample of random Illinois household addresses was purchased from Genesys Sampling Systems, one of the leading vendors of samples in the country. (This sampling methodology is known as address-based sampling, or ABS.) For each of the selected addresses, Genesys Sampling Systems provided a "matched" household name, if available (88%), and also provided a telephone number if available (50%).[1] For the 2014 survey, only households with a "matched" name were sent surveys.

The final sample (with "matched" names) was stratified by IDOT region, with 2,400 household addresses randomly selected from District 1, and 2,400 from the remaining eight downstate districts (300 in each of the eight districts). Thus, a grand total of 4,800 randomly-selected household names/addresses were in the original sample.

This is an identical sampling frame from the past 4 years of data collection. For all surveys previous to 2009 in this series, a stratified sample of "listed" Illinois households (households listed in telephone directories) was purchased from Survey Sampling, Inc., another leading vendor of samples in the country. The ABS methodology, available only relatively recently and which was selected for the 2009 through 2014 surveys, has the advantage of including households with unlisted phone numbers as well as households with only cell phones and households with no phones.[2] In all years, the sampling methodology has included district stratification.

[1] Availability of the telephone number is useful as a rough indicator of households that are "listed households" (listed in the telephone directories).

[2] In the initial Spring 2001 survey, the sample was purchased from Survey Sampling, Inc. rather than selected from the Secretary of State's list of licensed drivers because of time considerations. From 2002 through 2008, the decision to proceed with samples of listed households was driven by the desire to maintain consistency in this aspect of the methodology, particularly since a purpose of these surveys is to assess changes over time. However,

Data collection procedures. Each original sample member was sent an initial survey package in the U.S. mail on July 7th. These initial packages consisted of a personalized letter over the signature of IDOT's Director of Communications, a four-page questionnaire in booklet form, and a postage-paid return envelope addressed to the UIS-SRO in an outside envelope with the IDOT logo.[3] The survey package was sent to "the household of" that particular name.

About two weeks after this initial mailing (July 21st), a postcard thank-you / reminder was sent to all sample members followed by a final mailing on August 8th. The survey closed on September 5th. A web-based version of the questionnaire was introduced in 2008 and has been continued in all surveys since then. In all U.S. mail correspondence with sample members, we informed them that they could complete a web-based version of the questionnaire that could be accessed by going to a particular web-site address.

Another variation in the methodology across the surveys relates to who in the household we ask to complete the questionnaire. The changes here result from attempts to increase the number of younger respondents (who have always been under-represented in these surveys), as well as increasing the respondent pool from only licensed drivers to all adults, as topical questions became more relevant to the latter in the last few years. We have tried to accomplish these changes while at the same time keeping cross-time comparisons valid and meaningful.

In the three cross-sectional surveys prior to 2003, we asked the licensed driver with the next birthday to complete the questionnaire in order to "randomly" vary the characteristics of the respondent.

In the Spring 2003 through 2007 surveys, we explicitly asked for the youngest licensed driver in the household to complete the survey in a random half of the sample, while still asking for the licensed driver with the next birthday in the other half.

For the 2008 survey, we asked for the youngest licensed driver in the household for all sample members.

For the 2009 survey, we followed the 2008 practice of asking for the youngest licensed driver. *But for households without licensed drivers*, we also asked for the youngest adult (18 years of age or older) to complete the survey if there was no licensed driver in the household. As was also the case in 2008, we asked for the licensed driver / household member with the next birthday if the youngest was not available.

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in recent years, it has become feasible to purchase a random sample of household addresses and match names to these addresses. Because this methodology includes broader coverage of relevant households – and because we could include questions which would allow a measurement of "listed households" (thus allowing for the analysis of comparable results), we decided to use the ABS methodology for the 2009 through 2012 surveys.

[3] The survey packages were the same as those for all the earlier surveys, with the exception of the inclusion of focus group participation forms in the Fall 2001 survey packages.

Since 2010, we have asked for the youngest adult at least 18 years old to complete the survey. We then asked for the household member with the next birthday if the youngest was not available. We did this to make the instructions more simple.[4]

Returns and response rate. The Survey Research Office received 822 completed surveys for the 2014 Motorist Survey. Ninety-three of the completed surveys (just over 10 percent) were completed through the web-version of the questionnaire. Of the 4800 surveys distributed- 362 were returned as undeliverable. Thirteen individuals contacted the SRO and informed the office that they refused to complete the questionnaire. The overall response rate (as calculated using AAPOR guidelines) is 17.1 percent, the overall cooperation rate is 18.6 percent.

Sampling errors. For the results of these two groups which are based on all questionnaires returned (*n* of 822, for the total group and the population-weighted group), the sampling error for this survey is +/- 3.4 percent, at the 95 percent confidence level. That is, the percentage results for the full sample will be within about 3 percentage points of the actual population characteristics 95 percent of the time.[5]

The questionnaire

The four-page questionnaire consisted of 10 separate sections- including questions that have been part of the survey series since its inception, and as usual, it contained sections consisting of topical issue questions. The 10 sections are discussed below:

Maintaining highways and traffic flow. The first section of the survey asks respondents to rate various items dealing with highway maintenance. Respondents are asked to rate the items on a scale of excellent, good, fair, poor, or very poor.

Importance to local area. This section asks respondents to evaluate how important IDOT is to their area's economy and overall quality of life.

Capital improvement projects. This section asks respondents to select up to three of the eight listed capital improvement projects that they believe are the most important.

Overall Ratings/Opinions of IDOT. The broadest of the sections, this section asks respondents to provide overall evaluations of Illinois Department of Transportation.

Road repair and construction. Similar to the first section, this section asks respondents to rate six different items dealing with construction on IDOT maintained roads and highways on a scale of excellent, good, fair, poor, or very poor.

[4] The only "negative" here was that 16 and 17-year-old licensed drivers would not be eligible. However, very few respondents in this age group had responded over the course of the surveys. Note that, two 16 or 17-year olds did respond to the 2011 questionnaire – and to the 2012 questionnaire. They were left in the data base because of the difficulty we have in obtaining a sufficient number of younger drivers.

[5] Note that this assumes a non-biased sampling frame and no bias in those who responded.

Traveler services. This section asks respondents to rate rest areas (safety and cleanliness) as well as informational material provided by IDOT using the same five-point scale (excellent, good, fair, poor, very poor).
IDOT Toll-free number and website. This section asks respondents to rate the IDOT toll-free number as well as the www.dot.state.il.us website. Respondents are asked to rate the items on a scale of excellent, good, fair, poor, or very poor.
Driving behaviors. Unlike previous sections, this section asks respondents about their own driving behaviors. The questions are based on other projects conducted by the SRO for the Illinois Department of Transportation and deals with seatbelt usage, hand-held cell phone use while driving, drinking while driving, and irritable behaviors while behind the wheel. Respondents are asked how often, if at all, they had performed several different types of behavior while driving in the past 30 days. In addition, they are asked how likely, if at all, they would be to be stopped by a police officer for a variety of different dangerous driving behaviors.
Media awareness. This section asks respondents if they have seen a variety of different messages in the past 30 days.
Background information. The final section of the survey is used for analysis purposes only and contains several demographic questions including commute time, education level, gender, age, race and ethnicity.

"Analysis" groups

Previous years reports relied on two unique "analysis groups."

1. The total sample group (or the "total group"): responding sample members, weighted by earlier estimates of licensed drivers by IDOT district.
2. The population-weighted group: respondents, weighted by gender, age, race, ethnicity, and education characteristics of the Illinois adult public as well as by area of the state (estimated adult population).

For the total group (or total sample group), weighting results "by IDOT district" (as has been done for every survey in the series) means that respondents have been weighted to reflect each district's overall estimated proportion of licensed drivers. In the last few years, however, the results here are perhaps best thought of as those from respondents who travel on Illinois highways and roadways, whether they are drivers or passengers, since a few (4.9 percent in the 2014 survey) of the respondents are not licensed drivers. The table below provides the targeted proportions for each district used in this weighting and the results of the unweighted sample. [6]

Table 1. Weighting by licensed drivers in Districts

District	Targeted proportions	Sample unweighted by IDOT district	Sample weighted by IDOT district
District 1-Schaumburg	58.6%	42.0%	51.8%
District 2-Dixon	8.8%	8.3%	9.8%
District 3- Ottawa	5.9%	7.7%	6.6%
District 4- Peoria	4.8%	8.3%	6.0%
District 5- Paris	5.7%	7.5%	6.8%
District 6- Springfield	5.3%	7.2%	6.0%
District 7- Effingham	2.7%	6.3%	3.1%
District 8- Collinsville	5.5%	6.2%	6.8%
District 9-Carbondale	2.8%	6.6%	3.1%

[6] For this weighting, the 2010 population Census figures for Illinois counties were used.

For the population-weighted group, results have been weighted by area of the state, gender, age, education level, race, and ethnicity. This reflects a sample that is more demographically representative of the Illinois public as a whole.[7] The table below presents the unweighted sample, weighted sample, and population estimates across five demographic variables (gender, age, race, ethnicity, education).

Table 2. Weighting by 2010 population estimates.

Demographic	2010 Population Estimates	Unweighted sample	Weighted sample
Gender			
Female	51%	42.9%	49.2%
Male	49%	57.1%	50.8%
Age			
16-24 years old	14%	1.1%	14.4%
25-34 years old	14%	8.3%	16.8%
35-44 years old	14%	11.2%	17.5%
45-59 years old	21%	29.1%	25.7%
60-74 years old	12%	34.3%	16.6%
75 or older	16%	16.1%	9.0%
Race			
White	64%	90.7%	67.8%
African-American	14%	6.1%	14.1%
Other	21%	3.1%	18.1%
Ethnicity			
Hispanic	16%	2.6%	14.7%
Non-Hispanic	84%	97.4%	85.3%
Education			
Less than High School diploma	13%	3.1%	13.6%
High school diploma	28%	18.6%	29.2%
Some college	28%	30.5%	26.8%
College degree or higher	31%	47.9%	30.4%

[7] For area of the state weighting, we used the 2010 population estimates for statewide population. Data was weighted based on gender, age, race, ethnicity, and education demographics.

2014 weighting: One analysis group

While previous years' reports relied on two analysis groups, the 2014 analysis like the 2013 analysis weights the entire sample using a constructed weight comprised of both the district weights (number of licensed drivers in each district) as well as the overall population weights (computed using race, ethnicity, gender, age, and education population estimates). Relying on one analysis group has several benefits. First, it allows for longitudinal analysis because we are still weighting the data similar to what was done in previous reports. Second, our sample will be more representative of the population in terms of demographics. As you can see in the table below, the final weights provide similar estimates to our goal estimates. The only difference is that our sample is slightly older (26.2 percent are 45-59 years old and 15.9 percent are 60-74 years old compared to respectively, 21 percent and 12 percent of the population). It is important to note that these differences are consistent with the majority of survey research as those who are more willing to participate in surveys (especially mail surveys) tend to be older.

Table 3. Final weighted sample demographics and district representation

Demographic	2010 Population Estimates	Final weighted sample
Female	51%	50.2%
Male	49%	49.8%
16-24 years old	14%	15.0%
25-34 years old	14%	17.3%
35-44 years old	14%	17.8%
45-59 years old	21%	26.2%
60-74 years old	12%	15.9%
75 or older	6%	7.7%
White	64%	63.4%
African-American	14%	15.7%
Other	6%	20.9%
Hispanic	16%	17.0%
Non-Hispanic	84%	83.0%
Less than High School diploma	13%	13.6%
High school diploma	28%	28.7%
Some college	28%	25.6%
College degree or higher	31%	32.1%
District 1- Schaumburg	58.6%	60.2%
District 2-Dixon	8.8%	9.0%
District 3- Ottawa	5.9%	5.9%
District 4- Peoria	4.8%	3.7%
District 5- Paris	5.7%	5.9%
District 6- Springfield	5.3%	5.5%
District 7- Effingham	2.7%	2.6%
District 8- Collinsville	5.5%	4.6%
District 9-Carbondale	2.8%	2.5%

A Summary of Results

The following report provides detailed analysis of the ten different topical survey sections. When applicable, we also include longitudinal comparisons from previous surveys (dating back to Spring 2001). The complete survey instrument and the topline report are available in the Appendix.

Maintaining highways and traffic flow

Results presented below (in Table 4A) compare the 2014 results to 2013 results. This table presents: the aspects according to the tiers described in the text below; the rank order (based on mean score for the total group); and, for each of the respective results, the percent giving an "excellent" rating, the percent giving an "excellent" *or* "good" rating.

Table 4A. Maintaining Highways and Traffic Flow: Summary Results

Maintaining Highways and Traffic Flow: 2013 & 2014 Results[a]	**2013 Results**		**2014 Results**	
	Excel-lent	Excl or Good	Excel-lent	Excl or Good
Tier One				
1. Traffic signs (5)	21%	81%	17%	81%
2. Electronic message boards to advise of delays or construction areas (6)	23%	79%	18%	64%
Tier Two				
3. Snow and ice removal (4)	17%	69%	8%	56%
4. Visibility of lane / shoulder markings (7)	12%	68%	8%	55%
Tier Three				
5. Landscaping and overall appearance (3)	8%	55%	6%	53%
6. Timing of traffic signals (8)	7%	57%	4%	52%
Tier Four				
7. Roadside lighting and reflectors (9)	9%	51%	5%	51%
8. Cleanliness of roadsides (1)	9%	60%	7%	51%
9. Timely removal of debris and dead animals (2)	6%	49%	7%	44%

[a]Items are ordered and ranked by the mean of the total group results. The number in parentheses after the aspect is the order in which the item appeared in the questionnaire.

Overall, 2014 ratings are more negative than 2013 ratings. Six out of the 9 survey items decreased by 5 or more percentage points among the excellent or good ratings. The exceptions to this are "traffic signs", "landscaping and overall appearance," and "roadside lighting and reflectors" which display a percent point change that are within the margin.

Traffic signs received the most favorable rating (consistent with its rating in 2012 and 2013) with 80.7 percent of the sample rating the clarity, visibility, number, and placement of traffic signs an "excellent," or "good" rating. The least positive item is the "timely removal of debris and dead animals" with less than half of respondents (44.4 percent) assigning it a positive

rating. This is also consistent with 2012 and 2013 results. Total ratings are listed in Table 4B below.

Table 4B. Ratings on Aspects relating to Maintaining Highways and Traffic Flow

Aspect rated[a]	Excellent (5)[b]	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Mean score	Change in mean from 2013
1. Traffic signs (for example, directional signs, warning signs, miles to destination signs) (5)	17.0%	63.6%	16.0%	2.8%	0.5%	3.94	*-0.03*
2. Electronic message boards to advise drivers of delays or construction areas (6)	17.6%	46.4%	28.7%	5.1%	2.2%	3.72	*-0.22*
3. Visibility of lane and shoulder markings on highways (7)	8.1%	54.5%	25.6%	9.0%	2.8%	3.56	*-0.18*
4. Snow and ice removal (4)	8.3%	46.6%	34.6%	6.6%	3.8%	3.49	*-0.29*
5. Landscaping and overall appearance of roadsides and medians (3)	6.4%	46.4%	36.7%	8.1%	2.3%	3.47	*-0.02*
6. Roadside lighting and reflectors for visibility after dark and in bad weather (9)	4.9%	45.8%	39.1%	7.9%	2.3%	3.43	*-0.01*
7. Cleanliness of roadsides, absence of litter (1)	7.0%	43.8%	34.3%	12.1%	2.8%	3.40	*-0.18*
8. Timing of traffic signals to maintain flow of traffic (8)	4.0%	48.2%	33.5%	10.4%	3.9%	3.38	*-0.13*
9. Timely removal of debris and dead animals from pavement (2)	6.6%	37.8%	37.0%	13.6%	4.9%	3.28	*-0.11*

[a] The actual scale in the questionnaire is reversed. However, we have recoded the scale so that the higher score represents a more positive rating.

Longitudinal differences- changes from earlier surveys

Rankings and tiers. Overall, the order of the nine items has remained fairly similar across the survey series. Because of this, we are able to assess changes in attitudes by examining the longitudinal results (since 2001). The complete results from 2001 are available in Table 4C.

The only significant change from 2013 to 2014 is the improvement of "landscaping and overall appearance" from Tier Four to Tier Three and the substantial decline of "cleanliness of roads" from Tier Three to Tier Four.

Mean ratings. When comparing 2014 mean ratings to those in 2013 (last year), we find some stability – with three of the nine items having a 2014 mean score that falls within +/- 0.04 of its respective 2013 mean score (all of which decreased). We find substantial decreases among the remaining six items:

1) *Snow and ice removal*- A .29 decrease from 3.78 in 2013 to 3.49 in 2014.
2) *Electronic message boards to advise drivers of delays or construction areas*- A .22 decrease from 3.94 in 2013 to 3.73 in 2014.
3) *Visibility of lane and shoulder markings on highways*- A decrease of .18 from 3.74 in 2013 to 3.56 in 2014.
4) *Cleanliness of roadsides, absence of litter*- A decrease of .18 from 3.58 in 2013 to 3.40 in 2014.
5) *Timing of traffic signals to maintain flow of traffic*- A decrease of .13 from 3.51 in 2013 to 3.38 in 2014.
6) *Timely removal of debris and dead animals from pavement*- A decrease of .11 from 3.39 in 2013 to 3.28 in 2014.

If you examine the 2014 mean ratings to those across time, we find that four of the items display the lowest mean score to date:

1) *Visibility of lane and shoulder markings on highways*
2) *Snow and ice removal*
3) *Timing of traffic signals to maintain flow of traffic*
4) *Timely removal of debris and dead animals from pavement.*

All other items for 2014, are between the lowest and highest mean score.

Table 4C. Longitudinal comparisons using Mean scores from 2001 to 2014

Aspect rated	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
1. Traffic signs (for example, directional signs, warning signs, miles to destination signs) (5)	3.86	3.92	3.90	3.94	3.91	3.91	3.90	3.88	3.91	3.87	3.92	3.94	3.97	3.94
2. Electronic message boards to advise drivers of delays or construction areas (6)	3.70	3.79	3.70	3.79	3.80	3.87	3.87	3.83	3.84	3.85	3.84	3.92	3.94	3.72
3. Visibility of lane and shoulder markings on highways (7)	3.57	3.67	3.61	3.68	3.59	3.61	3.64	3.65	3.66	3.67	3.63	3.67	3.74	3.56
4. Snow and ice removal (4)	3.82	3.93	3.95	3.96	3.91	3.86	3.75	3.70	3.63	3.67	3.70	3.75	3.78	3.49
5. Landscaping and overall appearance of roadsides and medians (3)	3.43	3.53	3.53	3.52	3.54	3.49	3.54	3.39	3.51	3.42	3.46	3.48	3.49	3.47
6. Roadside lighting and reflectors for visibility after dark and in bad weather (9)	3.33	3.44	3.39	3.43	3.39	3.41	3.41	3.40	3.41	3.40	3.41	3.42	3.44	3.43
7. Cleanliness of roadsides, absence of litter (1)	3.36	3.50	3.52	3.47	3.52	3.52	3.54	3.45	3.58	3.54	3.56	3.52	3.58	3.40
8. Timing of traffic signals to maintain flow of traffic (8)	3.33	3.44	3.42	3.44	3.35	3.40	3.38	3.35	3.42	3.36	3.39	3.41	3.51	3.38
9. Timely removal of debris and dead animals from pavement (2)	3.43	3.50	3.56	3.50	3.51	3.50	3.44	3.37	3.44	3.41	3.42	3.41	3.39	3.28

Figure 1: Percent of respondents who provided favorable ratings on highway maintenance items

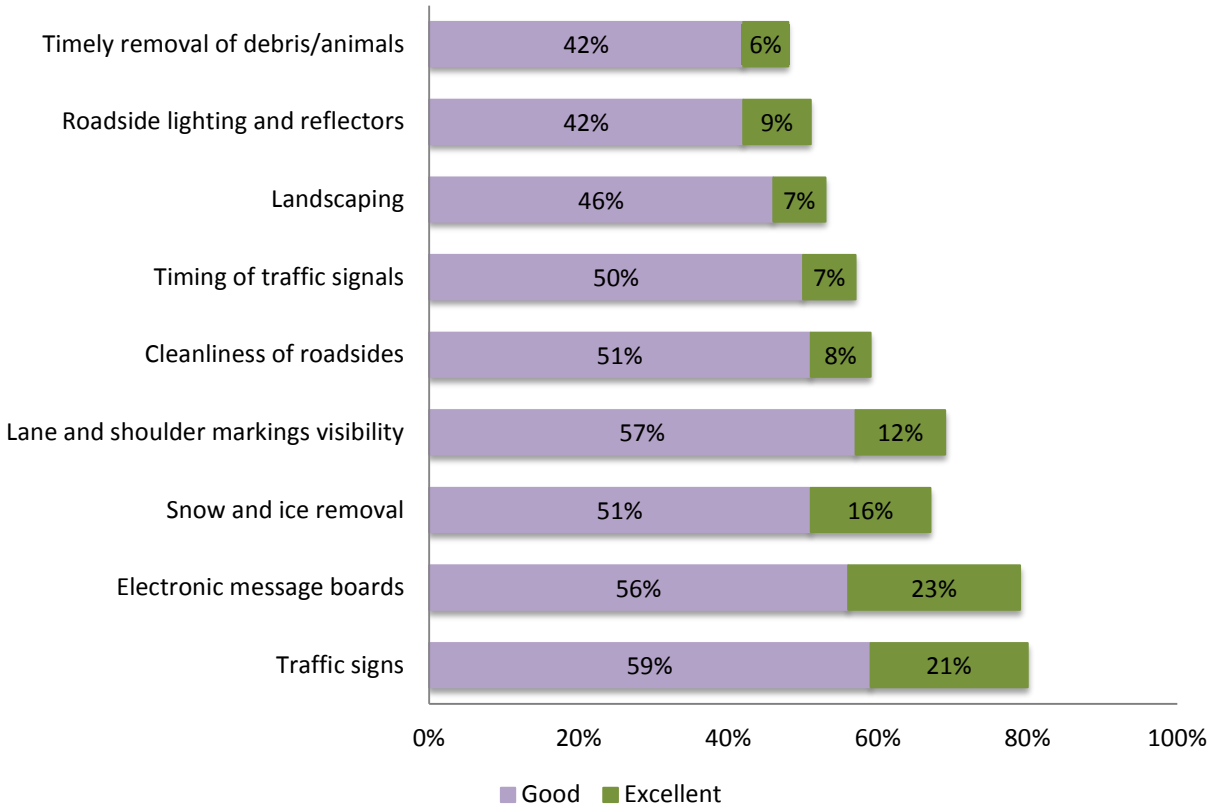
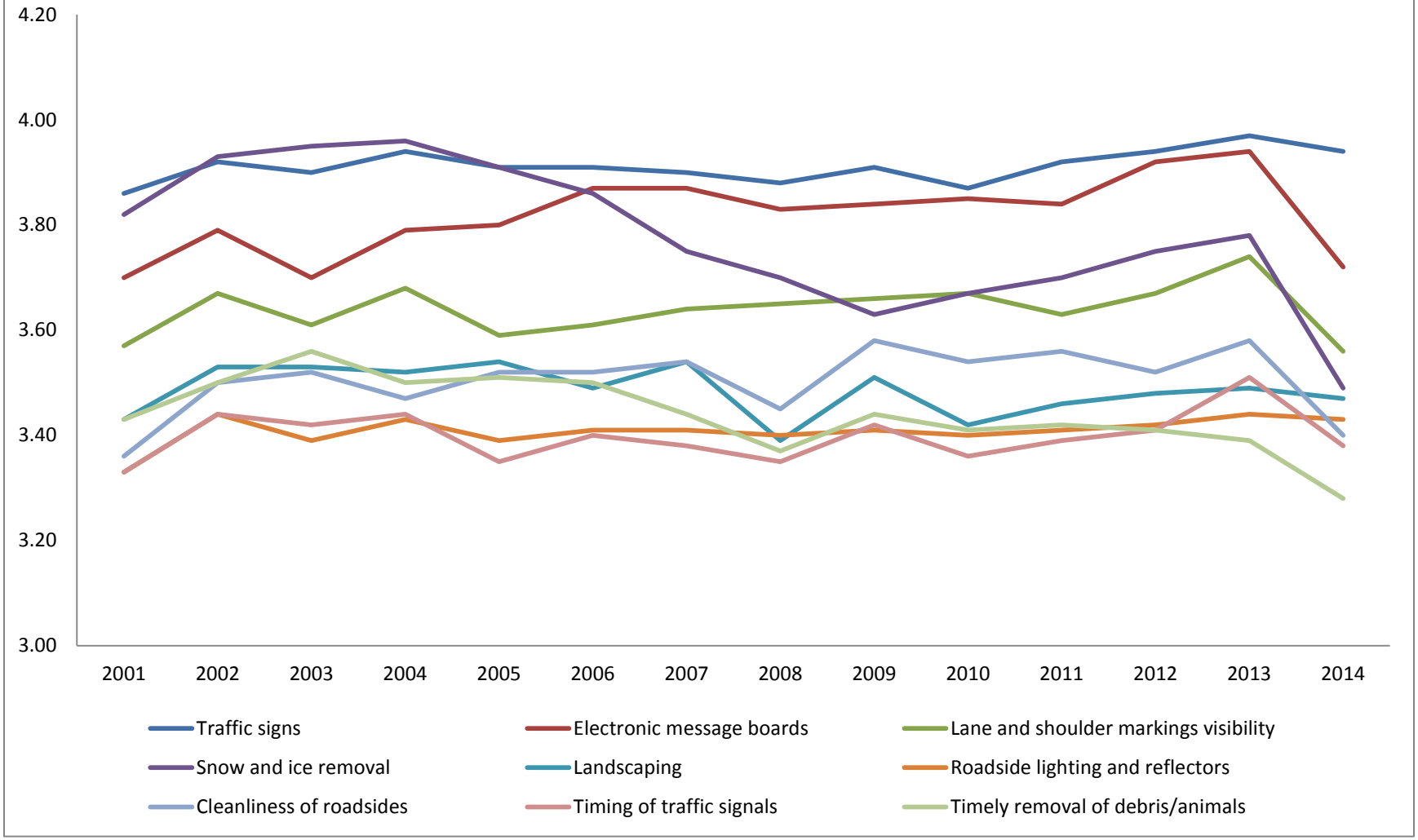


Figure 2: Longitudinal comparison from 2001 to 2014 of mean ratings



Road repair and construction

Results are presented below (in Table 5A) to compare the 2014 results to 2013 results. This table presents: the aspects according to the tiers described in the text below; the rank order (based on mean score for the total group); and, for each of the respective results, the percent giving an "excellent" rating, the percent giving an "excellent" *or* "good" rating.

Table 5A. Road Repair and Construction: Summary Results

Road Repair and Construction:	**2013 Results**		**2014 Results**	
	Excel-lent	Excl or Good	Excel-lent	Excl or Good
Tier One				
1. Work zone signs to direct merging traffic and alert motorists to reduce speed (6)	13%	64%	12%	56%
Tier Two				
2. Ride quality / smoothness on interstates (3)	5%	42%	5%	40%
3. Timeliness of repairs on interstates (1)	2%	34%	3%	36%
Tier Three				
4. Timeliness of repairs on non-interstates (2)	1%	28%	1%	33%
5. Ride quality / smoothness on non-interstates (4)	3%	38%	2%	27%
6. The flow of traffic through work zones (5)	2%	31%	2%	29%

The 2014 ratings for these items vary from 2013 ratings. As seen in Table 5A, respondents are more positive regarding "timeliness of repairs on non-interstates" and less positive about the remaining statements. In fact, "timeliness of repairs on non-interstates" is now rated slightly more positively than "ride quality/ smoothness on non-interstates" and "the flow of traffic through work zones." By far, the most positively rated item is "work zone signs to direct merging traffic and alert motorists to reduce speed," with the majority of respondents (56 percent) rating this as either "excellent" or "good."

Table 5B. Ratings on Aspects relating to Road Repair and Construction

Aspect rated	Excellent (5)[b]	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Mean score	Change in mean from 2013[a]
1. Work zone signs to direct merging traffic and alert motorists to reduce speed (6)	11.6%	44.6%	35.0%	7.4%	1.5%	3.57	-.14
2. Ride quality / smoothness on interstates (3)	4.9%	34.7%	42.4%	14.6%	3.3%	3.23	-.04
3. Timeliness of repairs on interstates (1)	2.6%	33.6%	44.0%	15.8%	4.0%	3.15	+.06
4. Timeliness of repairs on non-interstates (2)	0.8%	31.8%	44.5%	18.7%	4.2%	3.06	+.11
5. Ride quality / smoothness on non-interstates (4)	2.4%	24.9%	52.3%	16.4%	4.0%	3.05	-.04
6. The flow of traffic through work zones (5)	2.4%	26.7%	38.5%	17.7%	14.8%	2.84	-.19

[a]The actual scale in the questionnaire is reversed. However, we have recoded the scale so that the higher score represents a more positive rating.

Mean ratings.

Overall, these ratings differ from ratings over the past several years. Two items measuring attitudes towards road repair and construction received more positive ratings in 2014 than in 2013.

1) *Timeliness of repairs on interstates*- A .06 increase from 3.09 in 2013 to 3.15 in 2014.

2) *Timeliness of repairs on non-interstates*- A .11 increase from 2.95 in 2013 to 3.06 in 2014.

There were also two substantial declines in ratings—a change in means greater than .05. *The flow of traffic through work* zones declined from 3.03 to 2.84 with 2014 displaying the lowest mean rating among the past 14 years*. Work zone signs to direct merging traffic and alert motorists to reduce* speed declined from 3.71 to 3.51 the second lowest mean rating for this item in 2014.

Table 5C. Longitudinal comparisons using Mean scores from 2001 to 2014

Aspect rated	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
1. Work zone signs to direct merging traffic and alert motorists to reduce speed (6)	3.58	3.65	3.60	3.62	3.61	3.65	3.61	3.61	3.67	3.55	3.63	3.66	3.71	3.57
2. Ride quality and smoothness of pavement on interstates (3)	3.26	3.28	3.29	3.28	3.22	3.28	3.22	3.10	3.25	3.25	3.24	3.20	3.27	3.23
3. Timeliness of repairs on interstate highways (1)	3.07	3.16	3.17	3.14	3.08	3.10	3.00	2.96	3.09	3.06	3.02	3.04	3.09	3.15
4. Timeliness of repairs on non-interstate highways (2)	3.00	3.09	3.08	3.04	3.03	3.00	2.92	2.84	2.98	2.97	2.96	2.98	2.95	3.06
5. Ride quality and smoothness on non-interstate highways (4)	3.10	3.12	3.13	3.09	3.07	3.08	3.02	2.90	3.08	3.13	3.08	3.05	3.09	3.05
6. The flow of traffic through work zones (5)	2.98	3.11	3.09	3.09	3.06	3.11	3.07	3.06	3.09	3.03	3.03	3.13	3.03	2.84

Figure 3: Percent of respondents who provided favorable ratings on road repair/construction items

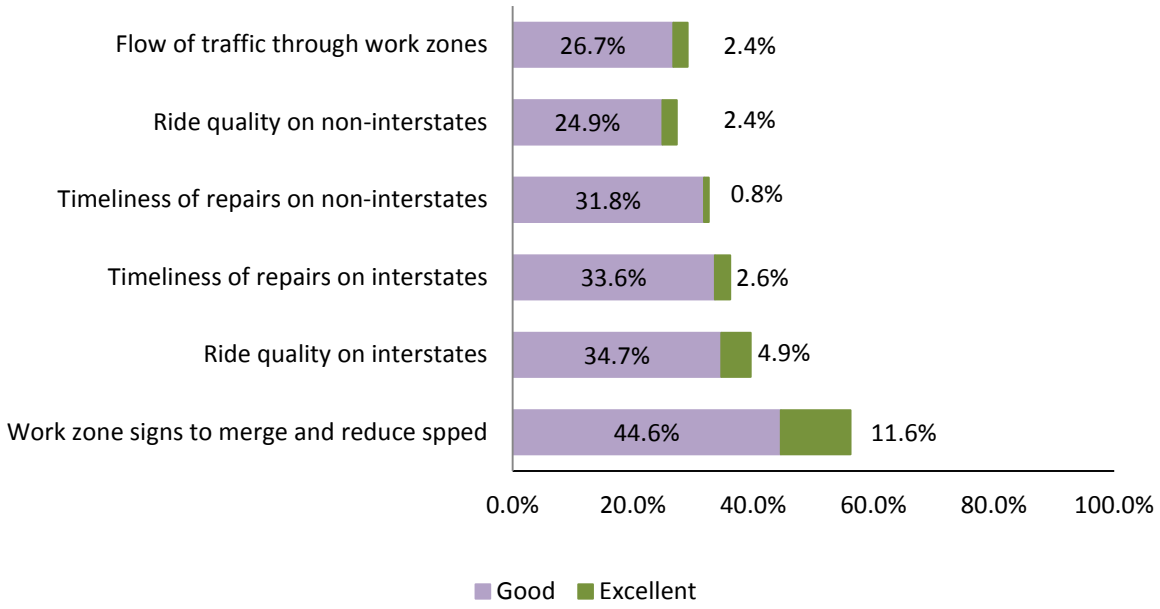
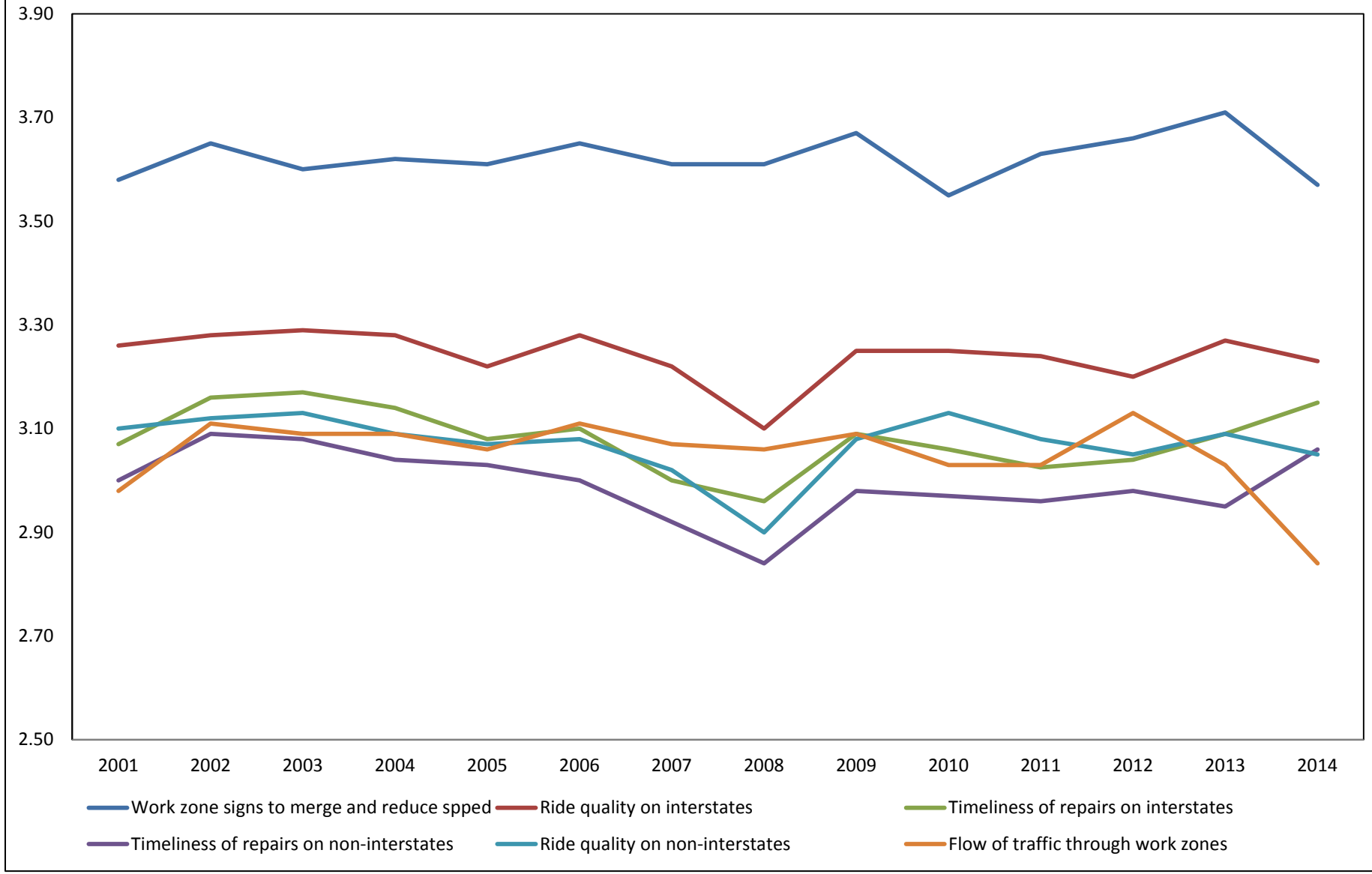


Figure 4: Longitudinal comparison from 2001 to 2013 of mean ratings



Traveler services

This section presents results from respondents' ratings of traveler services including informational materials and rest areas. The table below (Table 6A) compares the 2014 results to the 2013 results. This table presents: the aspects according to the tiers described in the text below; the rank order (based on mean score for the total group); and, for each of the respective results, the percent giving an "excellent" rating, the percent giving an "excellent" *or* "good" rating.

Table 6A. Traveler Services: Summary Results

Traveler Services[a]	**2013 Results**		**2014 Results**	
Tier One	Excel-lent	Excl or Good	Excel-lent	Excl or Good
1. Informational signs at highway exits for food, gas and lodging (3)	20%	82%	23%	79%
Tier Two				
2. Informational signs about tourist attractions and state parks (4)	16%	76%	18%	71%
Tier Three				
3. Cleanliness of rest areas (1)	14%	78%	13%	70%
4. Availability of free IDOT maps (5)	11%	46%	15%	63%
Tier Four				
5. Safety of rest areas (2)	12%	75%	10%	57%

[a]Items are ordered by the mean of the results. The number in parentheses after the aspect is the order in which the item appeared in the questionnaire.

Examining the 2014 findings, the five aspects can be ordered into the following four tiers.

In Tier One and Tier Two are the two items that relate to informational signs, with "signs at highway exits for food, gas, and lodging" receiving more favorable ratings than did "signs about tourist attractions and state parks." The former received "excellent" ratings from slightly more than one in five of the respondents (23 percent) compared to slightly more than one in six respondents (18 percent) for the latter. And, nearly eight in ten respondents gave either "excellent" or "good" ratings to the former compared to seven in ten respondents for the latter. Next, in Tier Three, are two items with one relating to a characteristic of rest areas, "cleanliness," which receives a more favorable ratings than the "availability of free IDOT maps." For these items, about one in eight/seven gave an "excellent" rating while about seven/six in ten gave "excellent" or "good" ratings. The final tier, Tier Four, and in fifth position, is "safety of rest areas," which still received "excellent" or "good" ratings from more than 50 percent of respondents.

Table 6B. Ratings on Aspects relating to Traveler Services

Aspect rated	Excellent (5)[b]	Good (4)	Fair (3)	Poor (2)	Very Poor (1)	Mean score	Change in mean from 2013[a]
1. Informational signs at highway exits for food, gas, and lodging (3)	23%	55%	18%	3%	1%	3.98	-.02
2. Informational highway signs about area tourist attractions and state parks (4)	18%	53%	25%	4%	1%	3.84	-.02
3. Cleanliness of rest areas for highway motorists (1)	13%	57%	25%	5%	1%	3.77	-.10
4. Availability of free IDOT road maps (5)	15%	48%	24%	10%	3%	3.62	+.13
5. Safety of rest areas for highway motorists (2)	10%	48%	27%	15%	1%	3.50	-.31

[a]The actual scale in the questionnaire is reversed. However, we have recoded the scale so that the higher score represents a more positive rating.

Mean ratings.

Overall, these ratings are more negative than ratings over the past several years. However, one item measuring attitudes towards traveler services received a more positive rating in 2014 than last year.

1) *Availability of free IDOT road maps*- A .13 increase from 3.49 in 2013 to 3.62 in 2014.

Respondents are less positive regarding the remaining statements. In particular, two statements display a substantial decline from 2013 to 2014, *Cleanliness of rest areas for highway* motorists and *Safety of rest areas for highway* motorists with respective declines of 0.10 and 0.31.

Table 6C. Longitudinal comparisons using Mean scores from 2001 to 2014

Aspect rated	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
1. Informational signs at highway exits for food, gas, and lodging (3)	4.07	4.08	4.05	4.07	4.06	4.02	4.03	3.99	4.08	4.02	4.03	4.04	4.0	3.98
2. Informational highway signs about area tourist attractions and state parks (4)	3.89	3.88	3.86	3.86	3.87	3.84	3.84	3.83	3.94	3.83	3.90	3.89	3.86	3.84
3. Cleanliness of rest areas for highway motorists (1)	3.77	3.87	3.79	3.78	3.80	3.74	3.77	3.69	3.84	3.74	3.81	3.78	3.87	3.77
4. Availability of free IDOT road maps (5)	3.34	3.40	3.35	3.42	3.42	3.39	3.39	3.40	3.53	3.44	3.55	3.55	3.49	3.62
5. Safety of rest areas for highway motorists (2)	3.67	3.71	3.72	3.72	3.74	3.68	3.70	3.69	3.78	3.71	3.80	3.75	3.81	3.50

Over the past several years, rest areas have received increasingly positive ratings from respondents. Yet, 2014 substantially differs from this trend as seen in Table 6C. In particular, two items display the lowest mean ratings "informational signs at highway exits for food, gas, and lodging" and "safety of rest areas for highway motorists." However, 2014 also displays the highest mean rating for "availability of free IDOT road maps."

Figure 5: Percent of respondents who provided favorable ratings on traveler services items

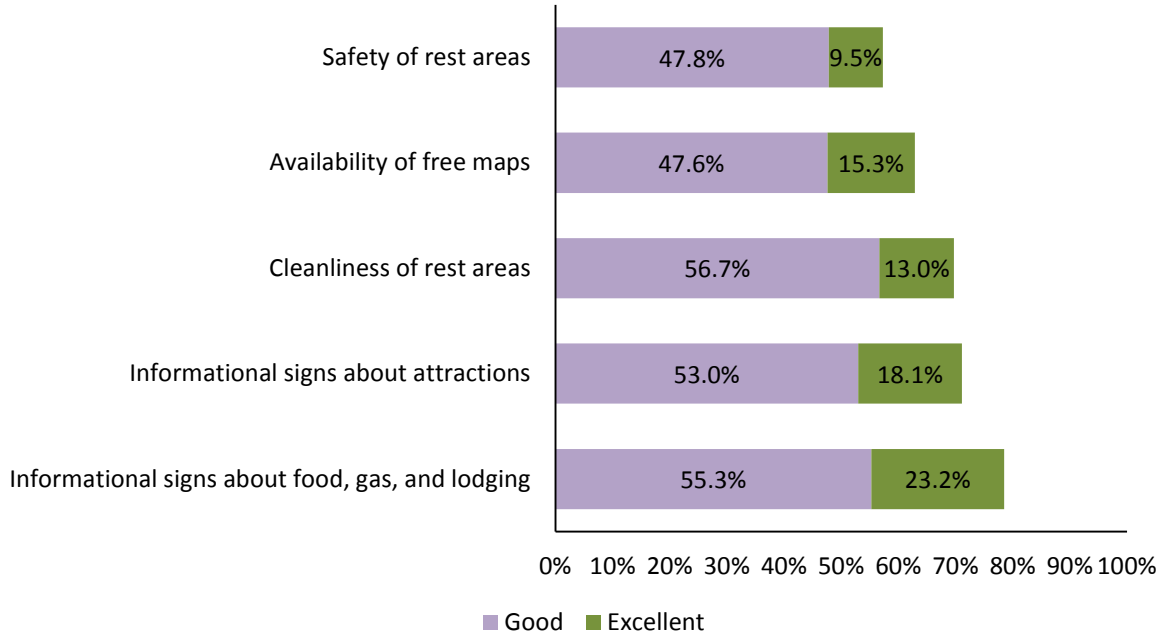
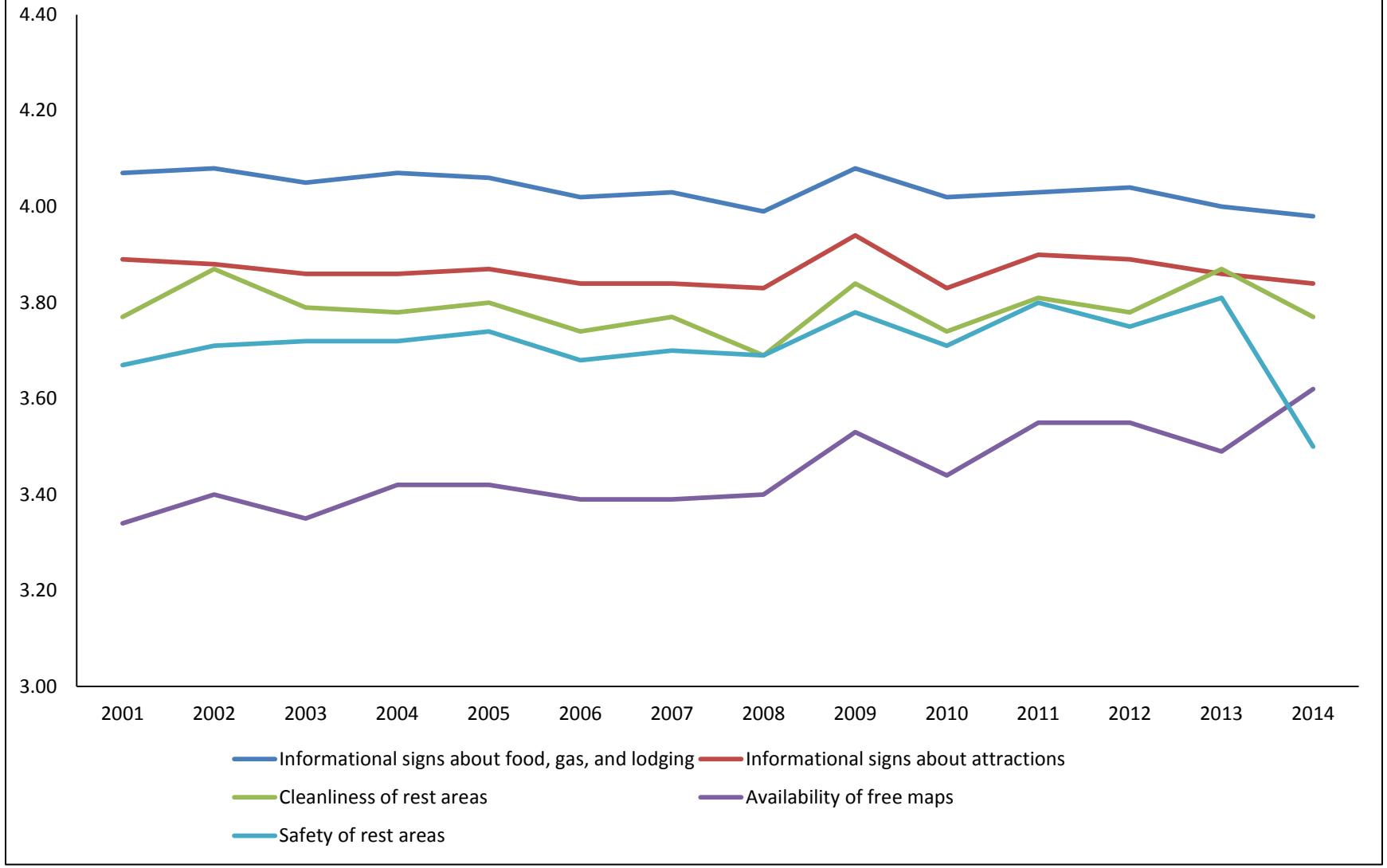


Figure 6: Longitudinal comparison from 2001 to 2014 of mean ratings



Average composite ratings for each general area

For each of the three general areas, we calculated an average composite rating.

The 2014 results

In 2014, the composite mean ratings for all three general areas fall between the alternatives of "good" (when coded as 4) and "fair" (when coded as 3) – with the composite mean for Traveler Services receiving the highest rating, (M=3.76), or closer to "good" than "fair," the composite mean for Maintaining Highways and Traffic Flow being only slightly/somewhat toward the "good" end of this range, and the composite mean for Road Repair and Construction toward the "fair" end of this range.

Trends in the survey series

For the composite ratings on items within the area of *Maintaining Highways and Traffic Flow*, we find the lowest mean rating in 2014 that has ever been calculated for this composite score (M= 3.52). This is a decrease from the 2013 composite mean score (3.67) which is the highest calculated composite score. Across the survey time span, the median composite rating has been 3.67 in every year, with the exception of 2013 (median = 3.78) and the current survey (median=3.56).

For the composite ratings on items within the area of *Road Repair and Construction*, we find the lowest mean rating ever calculated for this composite score in 2014 (M=3.14). Before this year, the mean composite scores ranged between 3.28 to 3.36 with most surveys displaying a mean composite score near 3.30.

For the composite ratings on items within the area of *Traveler Services*, we find that eight of the first nine surveys have means ranging from 3.74 to 3.79 (with the first survey having a lower mean score of 3.71). But here, two of the most recent four surveys have a mean in this range, 2010 and 2014. Four of the more recent surveys have higher mean scores, in the 3.83 to 3.85 range. Median composite scores are 3.80 or 4.00 across the entire series, with the 2009 through 2013 surveys displaying the latter. The most recent 2014 survey is slightly less positive than the 2013 survey with a mean composite score of 3.76 and a median of 3.80.

Table 7A. Longitudinal comparisons of average composite rating scores

Rating Area	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
Mean Composites														
Maintaining highways and traffic flow	3.60	3.63	3.62	3.63	3.61	3.62	3.61	3.56	3.60	3.57	3.59	3.61	3.67	3.52
Road repair and construction	3.29	3.33	3.33	3.33	3.30	3.36	3.30	3.27	3.32	3.28	3.32	3.35	3.30	3.14
Traveler services	3.77	3.80	3.77	3.78	3.79	3.75	3.77	3.74	3.85	3.77	3.83	3.84	3.81	3.76
Median Composites														
Maintaining highways and traffic flow	3.67	3.67	3.67	3.67	3.67	3.67	3.67	3.67	3.67	3.67	3.67	3.67	3.78	3.56
Road repair and construction	3.33	3.33	3.33	3.33	3.33	3.42	3.33	3.30	3.33	3.33	3.33	3.40	3.33	3.17
Traveler services	3.80	4.00	3.80	3.80	3.80	3.80	4.00	3.80	4.00	4.00	4.00	4.00	4.00	3.80

Table 7B. Differences in Summary Composite Section Ratings Across Surveys

Rating Area	*Difference:* 2002-2001	*Difference:* 2003-2002	*Difference:* 2004-2003	*Difference:* 2005-2004	*Difference:* 2006-2005	*Difference:* 2007-2006	*Difference:* 2008-2007	*Difference:* 2009-2008	*Difference:* 2010-2009	*Difference:* 2011-2010	*Difference:* 2012-2011	*Difference:* 2013-2012	*Difference:* 2014-2013
Differences in Mean Composite Scores													
Maintaining highways and traffic flow	+.01	+.01	+.01	-.02	+.01	-.01	-.05	+.04	-.03	+.02	+.02	+.06	-.15
Road repair and construction	+.01	+.03	+.00	-.03	+.06	-.06	-.03	+.05	-.04	+.04	+.03	-.05	-.16
Traveler services	+.00	+.00	+.01	+.01	-.04	+.02	-.03	+.11	-.08	+.07	+.01	-.03	-.05
Differences in Median Composite Scores													
Maintaining highways and traffic flow	+.00	+.00	+.00	+.00	+.00	+.00	.00	.00	.00	.00	.00	+.11	-.22
Road repair and construction	+.00	+.00	+.00	+.00	+.09	-.09	-.03	+.03	.00	.00	+.07	-.07	-.16
Traveler services	+.00	+.00	+.00	+.00	+.00	+.20	-.20	+.20	.00	.00	.00	.00	-.20

Overall ratings of IDOT and general trust in IDOT

Overall job IDOT is doing. In 2014, we find that 4 percent of respondents report an overall rating of "excellent" for IDOT while almost half (49 percent) report an overall rating of "good." This results in the lowest mean rating to date with a value of 3.39.

Table 8A. Ratings of IDOT's Employees on Selected Aspects and Overall Rating of IDOT Performance

Aspect rated	Excellent (5)[b]	Good (4)	Fair (3)	Poor (2)	Very Poor (1)
Overall performance: How would you rate THE OVERALL JOB the Illinois Dept of Transportation is doing?	4%	49%	34%	10%	4%
	Just about always (1)[c]	**Most of the time (2)**	**Only some of the time (3)**	**Hardly ever (4)**	
General trust: How often do you think you can trust IDOT to do what is right regarding transportation issues?	9%	53%	33%	4%	

[b & c] The actual scale in the questionnaire is reversed. However, we have recoded the scale so that the higher score represents a more positive rating.

General trust. For the tenth year in a row, respondents are asked, "Generally speaking, how often do you think you can trust IDOT to do what is right regarding transportation issues?" Nine percent of respondents report that they can trust IDOT to do what is right regarding transportation issues "just about always." More than half (53 percent) of respondents report that they trust IDOT to do what is right "most of the time," 33 percent report that they trust IDOT "only some of the time," and 4 percent report that they can "hardly ever" trust IDOT.

Table 8B. Longitudinal analysis of mean ratings of IDOT's overall rating

Aspect rated	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
How would you rate THE OVERALL JOB the Illinois Department of Transportation is doing?	3.56	*3.63*	3.63	3.63	3.58	3.60	3.54	3.50	3.59	3.57	3.53	3.53	3.56	3.39

Importance of IDOT to your local area. We also ask respondents how important, if at all, IDOT is to your area's overall economy as well as your area's overall quality of life. Overall, the 2014 importance assessments for their area's economy and overall quality of life increased with nearly 9 in 10 respondents reporting that IDOT is either "very important" or "somewhat important."

Table 9A. Assessed Importance of IDOT for Area

IDOT's importance for …	Very important	Somewhat Important	Neutral	Somewhat unimportant	Not at all important
Your area's economy					
2014	58%	31%	7%	1%	4%
2013	43%	36%	10%	3%	1%
2012	41%	36%	17%	4%	1%
2011	42%	36%	18%	4%	1%
2010	40%	39%	17%	2%	1%
2009	41%	40%	14%	5%	1%
2008	46%	34%	17%	3%	0%
2007	44%	38%	13%	4%	1%
2005	32%	46%	18%	3%	1%
Your area's overall quality of life					
2014	63%	29%	4%	1%	3%
2013	42%	33%	7%	1%	2%
2012	43%	37%	15%	4%	1%
2011	42%	38%	16%	3%	1%
2010	41%	41%	15%	2%	1%
2009	41%	41%	14%	4%	1%
2008	45%	38%	14%	2%	0%
2007	40%	41%	15%	3%	0^{+}%
2005	33%	48%	16%	3%	0^{+}%

Awareness and use of toll-free telephone number and website

Respondents are asked to rate the quality of IDOT's toll-free telephone number as well as the IDOT website.

Toll-free telephone number. Slightly more than 6 in 10 respondents rate the quality of IDOT's toll-free telephone number as either "excellent" or "good" with 14 percent reporting "excellent" and 50 percent "good."

Table 10A. Ratings of IDOT's Toll-Free Number and Website

Aspect rated	Excellent (5)[b]	Good (4)	Fair (3)	Poor (2)	Very Poor (1)
IDOT's toll-free number (1-800-452-IDOT) to get information on current road conditions	14%	50%	26%	7%	2%
IDOT's website (www.dot.state.il.us) where you can get information on current road conditions.	15%	47%	28%	8%	2%

[b & c] The actual scale in the questionnaire is reversed. However, we have recoded the scale so that the higher score represents a more positive rating.

Website. Like IDOT's toll-free telephone number, slightly more than 6 in 10 respondents rate the quality of IDOT's website favorably with 15 percent reporting that it is "excellent" and 47 percent "good."

Capital improvement projects

Respondents are asked to select up to three projects that they believe are the most important IDOT capital improvement projects. As seen in the table below (Table 11B), repair/upgrade aging and deteriorating highways and bridges are the two items with the highest levels of support (and the only two items that received majority support with 62 percent and 56 percent, respectively, supporting each). One in three respondents report the upgrade of water and sewer systems followed closely by the repair of aging school buildings. About one in four respondents report clean up the environment or the construction of additional classrooms in growing school districts. Slightly more than one in seven respondents report improvements to current passenger rail service. The item with the least amount of support is the construction of new highways with 13 percent selecting that as a capital improvement project.

Table 11A. Percent of respondents supporting specific capital improvement projects

Capital improvement project	Percent supporting
Repair/upgrade aging and deteriorating highways	62%
Repair/upgrade aging and deteriorating bridges	56%
Upgrade water and sewer systems	30%
Repair aging school buildings	30%
Clean up the environment	26%
Construct additional classrooms in growing school districts	23%
Improve mass transit systems	23%
Improvements to current passenger rail service	15%
Construct new highways	13%

Driving Behaviors

Respondents are asked how often they have done any of the following dangerous driving behaviors in the past 30 days

Table 12A. Percent of respondents who reported doing the following driving behaviors in the past 30 days.

Driving behavior [a]	Never	Once	2-4 times	5 or more times	Mean
1. Became irritated by other drivers using cell phones while driving (5)	12%	10%	28%	51%	3.18
2. Became irritated by other drivers texting while driving (6)	14%	10%	27%	49%	3.12
3. Became irritated by other drivers not using proper signals (9)	12%	17%	30%	42%	3.01
4. Became irritated by other drivers cutting you off in traffic (8)	19%	20%	27%	34%	2.77
5. Became irritated at others driving at speeds higher than the posted speed limit (7)	27%	14%	27%	33%	2.65
6. Attempted to use hand-held cell phone or texting device while driving (3)	53%	17%	15%	15%	1.93
7. Not worn your seatbelt while riding in a car (2)	75%	9%	8%	9%	1.51
8. Driven a motor vehicle within two hours of drinking an alcoholic beverage (4)	76%	13%	6%	6%	1.41
9. Not worn your seatbelt while driving (1)	86%	3%	5%	7%	1.33

[a]Items are ordered by the mean of the results. The number in parentheses after the aspect is the order in which the item appeared in the questionnaire.

As seen in Table 12A, the most common dangerous driving behavior that respondents report doing is becoming irritated by other drivers using cell phones while driving (mean=3.18) followed by becoming irritated by other drivers texting while driving (mean=3.12). The least common behavior reported by respondents is not wearing their seatbelts while driving (mean=1.33) and driving a motor vehicle within two hours of drinking an alcoholic beverage (mean=1.41).

Police enforcement of dangerous driving behaviors. Respondents are also asked the likelihood of being stopped by a police officer if they engage in four dangerous driving behaviors (driving after drinking too much, driving without a seatbelt, driving while using a handheld electronic

device, and driving faster than the posted speed limit on an interstate or rural highway). As seen in the table below, respondents are most likely to believe they will be stopped for speeding, followed by if they drove after drinking too much. Slightly more than 30 percent of respondents report that it is either "very likely" or "somewhat likely" to be stopped for driving without wearing a seatbelt. And, about 28 percent of respondents report that it is either "very likely" or "somewhat likely" to be stopped for driving while using a handheld electronic device.

Table 13A. Percent of respondents who report that it is either "very likely," or "somewhat likely" to be stopped by police for the following dangerous driving behaviors

How likely do you think you are to be stopped by a police officer, if you… [a]	Very likely	Somewhat likely
1. Drove faster than the posted speed limit on interstate/ rural highways (3)	19%	30%
2. Drove after having too much to drink to drive safely (2)	22%	22%
3. Drove without wearing your seatbelt (4)	15%	16%
4. Drove while using a handheld electronic device (1)	8%	20%

[a]Items are ordered by the mean of the results. The actual scale in the questionnaire is reserved. However, we have recoded the scale so that a higher score represent that the dangerous driving behavior is more likely to be stopped by police. The number in parentheses after the aspect is the order in which the item appeared in the questionnaire. .

Media Awareness

One of IDOT's functions is to increase awareness about the dangers of alcohol impaired driving, not wearing your seat belt while in an automobile, and the use of handheld electronic devices while driving, as well as recent police enforcement of such behaviors. In one of the 2014 topical sections, we examine awareness of these types of police enforcement activities.

Police enforcement of alcohol impaired driving. Nearly 70 percent of all respondents report that they have read, seen, or heard anything about alcohol impaired driving (or drunk driving) enforcement by police.

Seatbelt law enforcement. Sixty-four percent of respondents report that they have read, seen, or heard anything about seat belt law enforcement by police, an increase of 6 percentage points from 2013.

Police enforcement of handheld electronic devices. Two in three respondents report that they have read, seen, or heard anything about police enforcement of the law prohibiting the use of handheld electronic devices while driving.

Slogans. Respondents are also provided with a series of different slogans and asked if they have read, seen, or heard anything about these slogans in the past 30 days (see Table 14A). As seen in the table, the slogan that had the most reported awareness is "Click it or Ticket" with 93 percent of respondents reporting that they had seen, read, or heard about the slogan in the past 30 days. About 65 percent of respondents report that they have seen, read, or heard "Driver Sober or Get Pulled Over" and "Start Seeing Motorcycles" in the past 30 days. Slightly more than two in five respondents report that they have seen, read, or heard "See Orange, Slow Down" and "Don't Drive In-TEXT-icated" in the past 30 days. Nearly one in five respondents report that they have seen, read, or heard "Look Twice, Save a Life" and "Drop it and Drive" in the past 30 days while one in six respondents report that they have seen, read, or heard "Embrace the Orange." The slogan with the lowest awareness is "Gear Up- Ride Smart" with 7 percent of respondents reporting that they have seen, read, or heard this slogan in the past 30 days.

Table 13A. Percent of respondents who reported

Slogans [a]	Percent reporting awareness
1. Click it or Ticket (4)	93%
2. Drive Sober or Get Pulled Over (1)	65%
3. Start Seeing Motorcycles (3)	65%
4. See Orange, Slow Down (4)	41%
5. Don't Drive In-TEXT-icated (8)	41%
6. Look Twice, Save a Life (5)	22%
7. Drop it and Drive (6)	20%
8. Embrace the Orange (2)	17%
9. Gear Up- Ride Smart (7)	7%

[a]Items are ordered by percent who reported being aware of the slogan. The number in parentheses after the aspect is the order in which the item appeared in the questionnaire.

APPENDIX A: THE QUESTIONNAIRE

Illinois Department of Transportation

THE ILLINOIS MOTORIST OPINION SURVEY- SUMMER 2014

MAINTAINING HIGHWAYS AND TRAFFIC FLOW

Please rate the following items using the scale below. Would you rate them as excellent, good, fair, poor, or very poor? If you do not know how to rate the item, please leave it blank.

	Excellent	Good	Fair	Poor	Very Poor
Cleanliness of roadsides, absence of litter	○	○	○	○	○
Timely removal of debris and dead animals from pavement	○	○	○	○	○
Landscaping and overall appearance of roadsides and medians	○	○	○	○	○
Snow and ice removal	○	○	○	○	○
Traffic signs (directional signs, warning signs, and "miles to destination" signs): *consider clarity, visibility, number, and placement*	○	○	○	○	○
Electronic message boards to advise drivers of delays or construction areas: *consider clarity, visibility, number, and placement*	○	○	○	○	○
Visibility of lane and shoulder (edge) paint stripes on highways	○	○	○	○	○
Timing of traffic signals (stop-and-go lights) to maintain the flow of traffic	○	○	○	○	○
Roadside lighting and reflectors for visibility after dark and in bad weather	○	○	○	○	○

Do you think IDOT is very important, somewhat important, neither important nor unimportant, somewhat unimportant, or not important at all to the following items?

Your area's economy?

- ○ Very important
- ○ Somewhat important
- ○ Neither important nor unimportant
- ○ Somewhat unimportant
- ○ Not important at all

Your area's overall quality of life?

- ○ Very important
- ○ Somewhat important
- ○ Neither important nor unimportant
- ○ Somewhat unimportant
- ○ Not important at all

Listed below are several capital improvement projects. Please select **UP TO THREE** of the projects that you believe are the most important.

- ○ Repair/upgrade aging and deteriorating highways
- ○ Repair/upgrade aging and deteriorating bridges
- ○ Repair aging school buildings
- ○ Construct additional classrooms in growing school districts
- ○ Improvements to current passenger rail service
- ○ Construct new highways
- ○ Improve mass transit systems
- ○ Upgrade water and sewer systems
- ○ Clean up the environment

In general, do you strongly support, somewhat support, or not at all support increasing the number of state supported passenger rail routes in Illinois?

○ Strongly support ○ Somewhat support ○ Not at all support

Now thinking about all the things you have been asked to rate, how would you rate the OVERALL job the Illinois Department of Transportation is doing? Would you rate it as excellent, good, fair, poor, or very poor?

Excellent ○ Good ○ Fair ○ Poor ○ Very Poor ○

Generally speaking, how often do you think you can trust IDOT to do what is right regarding transportation issues? Can you trust them just about always, most of the time, only some of the time, or hardly ever?

Just about always ○ Most of the time ○ Only some of the time ○ Hardly ever ○

ROAD REPAIR AND CONSTRUCTION

Please rate the following items using the scale below. Would you rate them as excellent, good, fair, poor, or very poor? If you do not know how to rate the item, please leave it blank.

	Excellent	Good	Fair	Poor	Very Poor
Timeliness of repairs on interstate highways (not Tollways)	○	○	○	○	○
Timeliness of repairs on non-interstate highways (other Illinois state highways, but not city streets or county/township roads)	○	○	○	○	○
Ride quality and smoothness of pavement on interstate highways (not Tollways)	○	○	○	○	○
Ride quality and smoothness of pavement on non-interstate highways (other Illinois state highways, but not city streets or county/township roads)	○	○	○	○	○
The flow of traffic through workzones	○	○	○	○	○
Workzone signs to direct merging traffic and alert motorists to reduce speed: *consider clarity, visibility, number, and placement*	○	○	○	○	○
Visibility of lane and shoulder (edge) paint stripes on highways	○	○	○	○	○
Timing of traffic signals (stop-and-go lights) to maintain the flow of traffic	○	○	○	○	○
Roadside lighting and reflectors for visibility after dark and in bad weather	○	○	○	○	○

TRAVELER SERVICES

Please rate the following items using the scale below. Would you rate them as excellent, good, fair, poor, or very poor? If you do not know how to rate the item, please leave it blank.

	Excellent	Good	Fair	Poor	Very Poor
Cleanliness of rest areas for highway motorists	○	○	○	○	○
Safety of rest areas for highway motorists	○	○	○	○	○
Informational signs at highway exits for food, gas, & lodging: *consider clarity, visibility, number, and placement*	○	○	○	○	○
Informational highway signs about area tourist attractions and state parks: *consider clarity, visibility, number, and placement*	○	○	○	○	○
Availability of free IDOT road maps	○	○	○	○	○
IDOT's toll-free number (1-800-452-IDOT) to get information on current road conditions	○	○	○	○	○
IDOT's website (**www.dot.state.il.us**) where you can get information on construction zones and road conditions	○	○	○	○	○

DRIVING BEHAVIORS

Please identify how often, if at all, you have done any of the following behaviors in the past 30 days. Have you done the following five or more times, two to four times, once, or never in the past 30 days.

	Five or more times	2-4 times	Once	Never
Not worn your seatbelt while **driving** a car, van, sport utility vehicle, or pickup truck	○	○	○	○
Not worn your seatbelt while **riding** in a car, van, sport utility vehicle, or pickup truck	○	○	○	○
Attempted to use a hand-held cell phone or texting device while driving	○	○	○	○
Driven a motor vehicle within two hours of drinking an alcoholic beverage	○	○	○	○

Sometimes drivers become irritated by other drivers' behaviors. Thinking about the past 30 days, please identify if you have experienced the following five or more times, two to four times, once, or never.

	Five or more times	2-4 times	Once	Never
Become irritated by other drivers using cell phones while driving	○	○	○	○
Become irritated by other drivers texting while driving	○	○	○	○
Become irritated at others driving at speeds higher than the posted speed limit	○	○	○	○
Become irritated by other drivers cutting you off in traffic	○	○	○	○
Become irritated by other drivers not using proper signals	○	○	○	○

How likely do you think you are to be stopped by a police officer while doing any of the following? Would you say this is almost certain, very likely, somewhat likely, somewhat unlikely, very unlikely?

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely
Drove while using a handheld electronic device	○	○	○	○
Drove after having too much to drink to drive safely	○	○	○	○
Drove without wearing your seat belt	○	○	○	○
Drove faster than the posted speed limit on interstate/rural highways	○	○	○	○

MEDIA AWARENESS

	Yes	No
During the past 30 days, have you read, seen, or heard anything about alcohol impaired driving (or drunk driving) enforcement by police?	○	○
During the past 30 days, have you read, seen, or heard anything about seat belt law enforcement by police?	○	○
During the past 30 days, have you read, seen, or heard anything about police enforcement of the law prohibiting the use of handheld electronic devices while driving?	○	○

And how about the following slogans, have you read, seen, or heard about any of the following slogans in the past 30 days?

	Yes	No		Yes	No
Drive Sober or Get Pulled Over	○	○	*Look Twice, Save a Life*	○	○
Embrace the Orange	○	○	*Drop it and Drive*	○	○
Start Seeing Motorcycles	○	○	*Gear Up-Ride Smart*	○	○
See Orange, Slow Down, Save Lives	○	○	*Don't Drive In-TEXT-icated*	○	○
Click It or Ticket	○	○			

The following section is for analysis purposes only. None of this information will be used to identify you as a respondent.

Are you currently a licensed driver? ○ No ○ Yes How many miles do you personally drive during a typical year (estimate)? _____

Illinois County you currently live in: _____ **Zip code:** _____

Which of the following best describes the location of your residence in Illinois?

- ○ City of Chicago
- ○ Chicago suburbs
- ○ Metro East (St. Louis) area suburbs
- ○ Other metro area of more than 75,000
- ○ Other city of 20,000 to 75,000
- ○ Other city/village/town of 10,000 to 19,999
- ○ Other city/village/town under 10,000
- ○ Rural area outside of city/village/town

Gender: ○ Female ○ Male ○ Other/Prefer not to say

What year were you born? _____

Are you Hispanic/Latino(a)? ○ Yes ○ No

What is your race? ○ White ○ African-American/Black ○ Asian/Pacific Islanc ○ Native American ○ Non-resident alien ○ Other, specify:

What is your annual earned income before taxes: $_____

Highest level of education you have completed:

- ○ Less than high school
- ○ High school diploma or equivale it
- ○ Trade or technical school beyond high school
- ○ Some college
- ○ 4 year college degree
- ○ More than 4 year degree

What is your disability status?

- ○ Do not have a disability
- ○ Have a disability

Work Commute If you do not commute to work, please leave the following questions blank.

Estimated number of **miles** to work (one-way): _____ MILES

Estimated number of **minutes** it takes to *get to work* (one-way): _____ MINUTES

Estimated number of **minutes** it takes to *get home from work*: _____ MINUTES

THANK YOU FOR YOUR TIME AND THE INFORMATION YOU HAVE PROVIDED.

Please return your questionnaire in the enclosed postage-paid return envelope.

If you have any questions about this survey, please contact the UIS Survey Research Office at (217) 206-6591, src@uis.edu

APPENDIX B: TOPLINE REPORT
Illinois Motorist Opinion Survey- Summer 2014

Maintaining Highways and Traffic Flow
Please rate the following items using the scale below. Would you rate them as excellent, good, fair, poor, or very poor?

Cleanliness of roadsides, absence of litter

Excellent	7.0% (40)
Good	43.8% (250)
Fair	34.3% (196)
Poor	12.1% (69)
Very Poor	2.8% (16)

Timely removal of debris and dead animals from pavement

Excellent	6.6% (37)
Good	37.8% (214)
Fair	37.0% (209)
Poor	13.6% (77)
Very Poor	4.9% (28)

Landscaping and overall appearance of roadsides and medians

Excellent	6.4% (36)
Good	46.4% (258)
Fair	36.7% (204)
Poor	8.1% (45)
Very Poor	2.3% (13)

Snow and ice removal

Excellent	8.3% (47)
Good	46.6% (265)
Fair	34.6% (196)
Poor	6.6% (38)
Very Poor	3.8% (22)

Traffic signs (directional signs, warning signs, and "miles to destination "signs): consider clarity, visibility, number, and placement

Excellent	17.0% (97)
Good	63.6% (362)
Fair	16.0% (91)
Poor	2.8% (16)
Very Poor	0.5% (3)

Electronic message boards to advise drivers of delays or construction areas: consider consider clarity, visibility, number, and placement

Excellent	17.6% (99)
Good	46.4% (262)
Fair	28.7% (162)
Poor	5.1% (29)
Very Poor	2.2% (12)

Visibility of lane and shoulder (edge) paint strips on highways

Excellent	8.1% (46)
Good	54.5% (309)
Fair	25.6% (145)
Poor	9.0% (51)
Very Poor	2.8% (16)

Timing of traffic signals (stop-and-go lights) to maintain the flow of traffic

Excellent	4.0% (23)
Good	48.2% (271)
Fair	33.5% (188)
Poor	10.4% (58)
Very Poor	3.9% (22)

Roadside lighting and reflectors for visibility after dark and in bad weather

Excellent	4.9% (27)
Good	45.8% (256)
Fair	39.1% (218)

Poor	7.9% (44)
Very Poor	2.3% (13)

Do you think IDOT is very important, somewhat important, neither important nor unimportant, somewhat unimportant, or not important at all to the following items?

Your area's economy?

Very important	57.9% (327)
Somewhat important	31.0% (175)
Neither important nor unimportant	7.0% (39)
Somewhat unimportant	0.6% (3)
Not important	3.5% (20)

Your area's overall quality of life?

Very important	63.0% (353)
Somewhat important	28.9% (621)
Neither important nor unimportant	4.2% (23)
Somewhat unimportant	1.0% (5)
Not important	2.9% (16)

Listed below are several capital improvement projects. Please select UP TO THREE of the projects that you believe are the most important.

Repair/upgrade aging and deteriorating highways	100.0% (356)
Repair/upgrading aging and deteriorating bridges	100.0% (323)
Repair aging school buildings	100.0% (172)
Construct additional classrooms in growing school districts	100.0% (133)
Improvements to current passenger rail service	100.0% (74)
Construct new highways	100.0% (129)
Improve mass transit systems	100.0% (172)
Upgrade water and sewer systems	100.0% (146)
Clean up the environment	100.0% (88)

In general, do you strongly support, somewhat support, or not at all support increasing the number of state supported passenger rail routes in Illinois?

Strongly support	39.1% (220)
Somewhat support	50.2% (283)

Not at all support	10.7% (61)

Now thinking about all the things you have been asked to rate, how would you rate the OVERALL job the Illinois Department of Transportation is doing?

Excellent	3.8% (22)
Good	48.6% (278)
Fair	33.9% (194)
Poor	10.1% (57)
Very Poor	36% (21)

Generally speaking, how often do you think you can trust IDOT to do what is right regarding transportation issues?

Just about always	9.3% (51)
Most of the time	52.8% (291)
Only some of the time	33.4% (184)
Hardly ever	4.4% (24)

Road Repair and Construction

Please rate the following items using the scale below. Would you rate them as excellent, good, fair, poor, or very poor?

Timeliness of repairs on interstate highways (not Tollways)

Excellent	2.6% (14)
Good	33.6% (180)
Fair	44.0% (236)
Poor	15.8% (85)
Very Poor	4.0% (21)

Timeliness of repairs on non-interstate highways (other Illinois state highways, but not city streets or county/township roads)

Excellent	0.8% (4)
Good	31.8% (171)
Fair	44.5% (240)
Poor	18.7% (101)
Very Poor	4.2% (23)

Ride quality and smoothness of pavement on interstate highways (not Tollways)

Excellent	4.9% (27)
Good	34.7% (194)
Fair	42.4% (238)
Poor	14.6% (82)
Very Poor	3.3% (19)

Ride quality and smoothness of pavement on non-interstate highways (other Illinois state highways, but not city streets or county/township roads)

Excellent	2.4% (13)
Good	24.9% (138)
Fair	52.3% (289)
Poor	16.4% (91)
Very Poor	22% (4.0)

The flow of traffic through workzones

Excellent	2.4% (13)
Good	26.7% (146)
Fair	38.5% (210)
Poor	17.7% (96)
Very Poor	14.8% (81)

Workzone signs to direct merging traffic and alert motorists to reduce speed: consider clarity, visibility, number, and placement

Excellent	11.6% (65)
Good	44.6% (251)
Fair	35.0% (197)
Poor	7.4% (41)
Very Poor	1.5% (8)

Visibility of lane and shoulder (edge) paint stripes on highways

Excellent	9.0% (50)
Good	48.4% (271)
Fair	31.0% (174)
Poor	10.4% (58)
Very Poor	1.2% (7)

Timing of traffic signals (stop-and-go lights) to maintain the flow of traffic

Excellent	4.1% (23)
Good	44.2% (245)
Fair	33.6% (186)
Poor	14.8% (82)
Very Poor	3.3% (18)

Roadside lighting and reflectors for visibility after dark and in bad weather

Excellent	5.5% (30)
Good	39.7% (218)
Fair	38.4% (210)
Poor	14.7% (81)
Very Poor	1.7% (9)

Traveler Services

Please rate the following items using the scale below. Would you rate them as excellent, good, fair, poor, or very poor?

Cleanliness of rest areas for highway motorists

Excellent	13.0% (68)
Good	56.7% (294)
Fair	25.1% (130)
Poor	4.6% (24)
Very Poor	0.6% (3)

Safety of rest areas for highway motorists

Excellent	9.5% (49)
Good	47.8% (246)
Fair	27.0% (139)
Poor	14.5% (75)
Very Poor	1.1% (6)

Informational signs at highway exits for food, gas, & lodging: consider clarity, visibility, number, and placement

Excellent	23.2% (128)
Good	55.3% (305)
Fair	18.1% (100)
Poor	3.0% (17)
Very Poor	0.4% (2)

Informational highway signs about area tourist attractions and state parks: consider clarity, visibility, number, and placement

Excellent	18.1% (99)
Good	53.0% (289)
Fair	24.5% (134)
Poor	3.9% (21)
Very Poor	0.5% (3)

Availability of free IDOT road maps

Excellent	15.3% (69)
Good	47.6% (215)
Fair	24.2% (109)
Poor	9.8% (44)
Very Poor	3.1% (14)

IDOT's toll-free number (1-800-452-IDOT) to get information on current road conditions

Excellent	14.4% (57)
Good	50.4% (198)
Fair	26.0% (102)
Poor	6.8% (27)
Very Poor	2.4% (9)

IDOT's website (www.dot.state.il.us) where you can get information on construction zones and road conditions

Excellent	15.3% (59)
Good	47.3% (184)
Fair	27.6% (107)
Poor	8.3% (32)
Very Poor	1.5% (6)

Driving Behaviors

Please identify how often, if at all, you have done any of the following behaviors in the past 30 days.

Not worn your seatbelt while driving a car, van, sport utility vehicle, or pickup truck

Five or more times	7.0% (39)
2-4 times	4.6% (26)
Once	2.8% (16)
Never	85.6% (484)

Not worn your seatbelt while riding in a car, van, sport utility vehicle, or pickup truck

Five or more times	8.6% (48)
2-4 times	8.2% (46)
Once	8.5% (48)
Never	74.7% (421)

Attempted to use a hand-held cell phone or texting device while driving

Five or more times	15.4% (87)
2-4 times	15.1% (85)
Once	17.1% (96)
Never	52.5% (296)

Driven a motor vehicle within two hours of drinking an alcoholic beverage

Five or more times	5.5% (30)
2-4 times	5.7% (32)
Once	13.3% (74)
Never	75.6% (421)

Sometimes drivers become irritated by other drivers' behaviors. Thinking about the past 30 days, please identify if you have experienced the following five or more times, two to four times, once, or never.

Become irritated by other drivers using cell phones while driving

Five or more times	50.8% (286)
2-4 times	27.8% (156)
Once	9.5% (54)
Never	11.8% (67)

Become irritated by other drivers texting while driving

Five or more times	49.3% (270)
2-4 times	27.0% (148)
Once	10.0% (55)
Never	13.7% (75)

Become irritated at others driving at speeds higher than the posted speed limit

Five or more times	32.6% (184)
2-4 times	26.4% (149)
Once	14.2% (80)
Never	26.7% (151)

Become irritated by other drivers cutting you off in traffic

Five or more times	34.1% (191)
2-4 times	27.1% (151)
Once	20.2% (113)
Never	18.6% (104)

Become irritated by other drivers not using proper signals

Five or more times	41.5% (229)
2-4 times	29.6% (164)
Once	17.0% (94)
Never	11.9% (65)

How likely do you think you are to be stopped by a police officer while doing any of the following?

Drove while using a handheld electronic device

Very likely	8.1% (46)
Somewhat likely	19.5% (109)
Somewhat unlikely	19.2% (108)
Very unlikely	53.2% (299)

Drove after having too much to drink to drive safely

Very likely	21.7% (120)
Somewhat likely	21.8% (120)
Somewhat unlikely	5.2% (29)
Very unlikely	51.2% (282)

Drove without wearing your seat belt

Very likely	15.4% (86)
Somewhat likely	15.9% (89)
Somewhat unlikely	16.1% (90)
Very unlikely	52.6% (295)

Drove faster than the posted speed limit on interstate/rural highways

Very likely	19.0% (106)
Somewhat likely	30.2% (169)
Somewhat unlikely	26.3% (147)
Very unlikely	24.5% (137)

Media Awareness

During the past 30 days, have you read, seen, or heard anything about alcohol impaired driving (or drunk driving) enforcement by police?

Yes	69.9% (398)
No	30.1% (172)

During the past 30 days, have you read, seen, or heard anything about seat belt law enforcement by police?

Yes	64.0% (364)
No	36.0% (205)

During the past 30 days, have you read, seen, or heard anything about police enforcement of the law prohibiting the use of handled electronic devices while driving?

Yes	66.9% (381)
No	33.1% (188)

And how about the following slogans, have you read, seen, or heard about any of the following slogans in the past 30 days?

Drive Sober or Get Pulled Over

Yes	65.4% (348)
No	34.6% (184)

Embrace the Orange

Yes	16.6% (87)
No	83.4% (440)

Start Seeing Motorcycles

Yes	64.7% (350)
No	35.3% (191)

See Orange, Slow Down, Save Lives

Yes	40.9% (219)
No	59.1% (316)

Click it or Ticket

Yes	92.5% (518)
No	7.5% (42)

Look Twice, Save a Life

Yes	22.0% (116)
No	78.0% (410)

Drop it and Drive

Yes	20.1% (106)
No	79.9% (442)

Gear Up-Ride Smart

Yes	6.5% (34)
No	93.5% (487)

Don’t Drive In-Text-icated

Yes	40.5% (215)
No	59.5% (316)

The following section is for analysis purposes only. None of this information will be used to identify you as a respondent.

Are you currently a licensed driver?

Yes	94.7% (537)
No	5.3% (30)

How many miles do you personally drive during a typical year (estimate)?

Less than 5,000	19.3% (90)
5,000 to 9,999	18.9% (88)
10,000 to 14,999	26.6% (124)
15,000 to 20,000	20.7% (97)
More than 20,000	14.6% (68)

Which of the following best describes the location of your residence in Illinois?

City of Chicago	21.3% (112)
Chicago suburbs	30.7% (161)
Metro East (St. Louis) area suburbs	2.1% (11)
Other metro area of more than 75,000	5.7% (30)
Other city of 20,000 to 75,000	10.2% (53)
Other city/village/town of 10,000 to 19,999	7.3% (38)
Other city/village/town under 10,000	13.5% (71)
Rural area outside of city/village/town	9.3% (49)

Gender:

Female	48.9% (271)
Male	48.5% (269)
Other/Prefer not to say	2.6% (15)

Age:

24 years old or younger	15.0% (67)
25 to 34 years old	17.3% (77)
35 to 44 years old	17.8% (79)
45 to 59 years old	26.2% (117)
60 to 74 years old	15.9% (71)
75 years old or older	7.7% (34)

Are you Hispanic/Lation(a)?

Yes	17.0% (86)
No	83.0% (418)

What is your race?

White	63.4% (315)
African-American	15.7% (78)
Asian/Pacific-Island	11.5% (57)
Native American	0.0% (0)
Non-resident alien	1.1% (5)
Other, specify	8.3% (41)

Others: American Italian, Colombian/South American, European Caucasian, Human, Indian, White and Native American

What is your annual income before taxes?

Less than $15,000	8.0% (27)
$15,000 to $30,000	28.4% (94)
$30,001 to $45,000	12.9% (43)
$45,001 to $60,000	15.4% (51)
$60,001 to $75,000	11.6% (39)
$75,001 to $100,000	8.7% (29)
More than $100,000	13.7% (45)
Retired or Social Security	1.2% (4)

During the past 30 days, have you read, seen, or heard anything about alcohol impaired driving (or drunk driving) enforcement be police?

Less than high school	0.4% (2)

High school diploma or equivalent	0.4% (2)
Trade or technical school beyond high school	0.4% (2)
Some college	0.4% (2)
4 year college degree	0.4% (2)
More than4 year college degree	0.4% (2)

What is your disability status?

Do not have a disability	88.0% (465)
Have a disability	12.0% (64)

Work Commute

Estimate number of miles to work (one way):

Less than 5 miles	17.4% (47)
5 to 9 miles	14.7% (40)
10 to 14 miles	18.3% (50)
15 to 19 miles	11.6% (32)
20 to 24 miles	14.8% (40)
25 to 29 miles	4.0% (11)
30 to 34 miles	7.0% (19)
35 to 44 miles	5.8% (16)
45 to 59 miles	3.4% (9)
60 or more miles	3.0% (8)

Estimate number of minutes it takes to get to work (one way):

Less than 10 minutes	12.5% (36)
10 to 14 minutes	10.6% (31)
15 to 19 minutes	11.8% (34)
20 to 24 minutes	9.8% (28)
25 to 29 minutes	7.2% (21)
30 to 34 minutes	11.4% (33)
35 to 44 minutes	15.9% (46)
45 to 50 minutes	10.0% (29)

60 to 89 minutes	9.2% (27)
90 minutes or more	1.5% (4)

Estimate number of minutes it takes to get home from work:

Less than 10 minutes	11.9% (35)
10 to 14 minutes	17.1% (50)
15 to 19 minutes	5.3% (16)
20 to 24 minutes	9.5% (28)
25 to 29 minutes	6.5% (19)
30 to 34 minutes	7.1% (21)
35 to 44 minutes	12.6% (37)
45 to 50 minutes	11.9% (35)
60 to 89 minutes	13.9% (40)
90 minutes or more	4.3% (12)